

Leverett 2015 Telehealth Survey Results

Prepared for the Town of Leverett



<https://lmlp.leverettnet.net/>

April 9, 2016 by

DIVERSE LEARNERS



C O N S U L T I N G

<http://www.diverselearnersconsulting.com>

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Introduction

In December 2015 the Town of Leverett conducted a survey of townspeople's opinions about telehealth/telemedicine services. This report contains a summary of survey responses. The following verbiage was included at the start of the survey and provides background on the project:

What is telemedicine?

Telemedicine (a.k.a telehealth) is the use of interactive audio, video, or other electronic media and monitoring devices for the purpose of medical diagnosis, consultation, or treatment. Telemedicine can be available around-the-clock to offer treatment for simple conditions such as allergic reactions, sinus infections, and urinary tract infections, as well as for some urgent care situations. It can also be used for monitoring and consultation for more serious chronic conditions such as asthma, diabetes, heart disease and hypertension, and can improve access to care for patients with mobility and/or transportation limitations.

Why this survey?

Leverett has no plans to provide telemedicine services itself, but wants to encourage other providers--including local doctors and hospitals--to consider it. With the LeverettNet fiber-to-the-home system in place, we now have a top-of-the-line solution for enabling telemedicine. This survey will help us understand whether there is an interest in such services by Leverett residents.

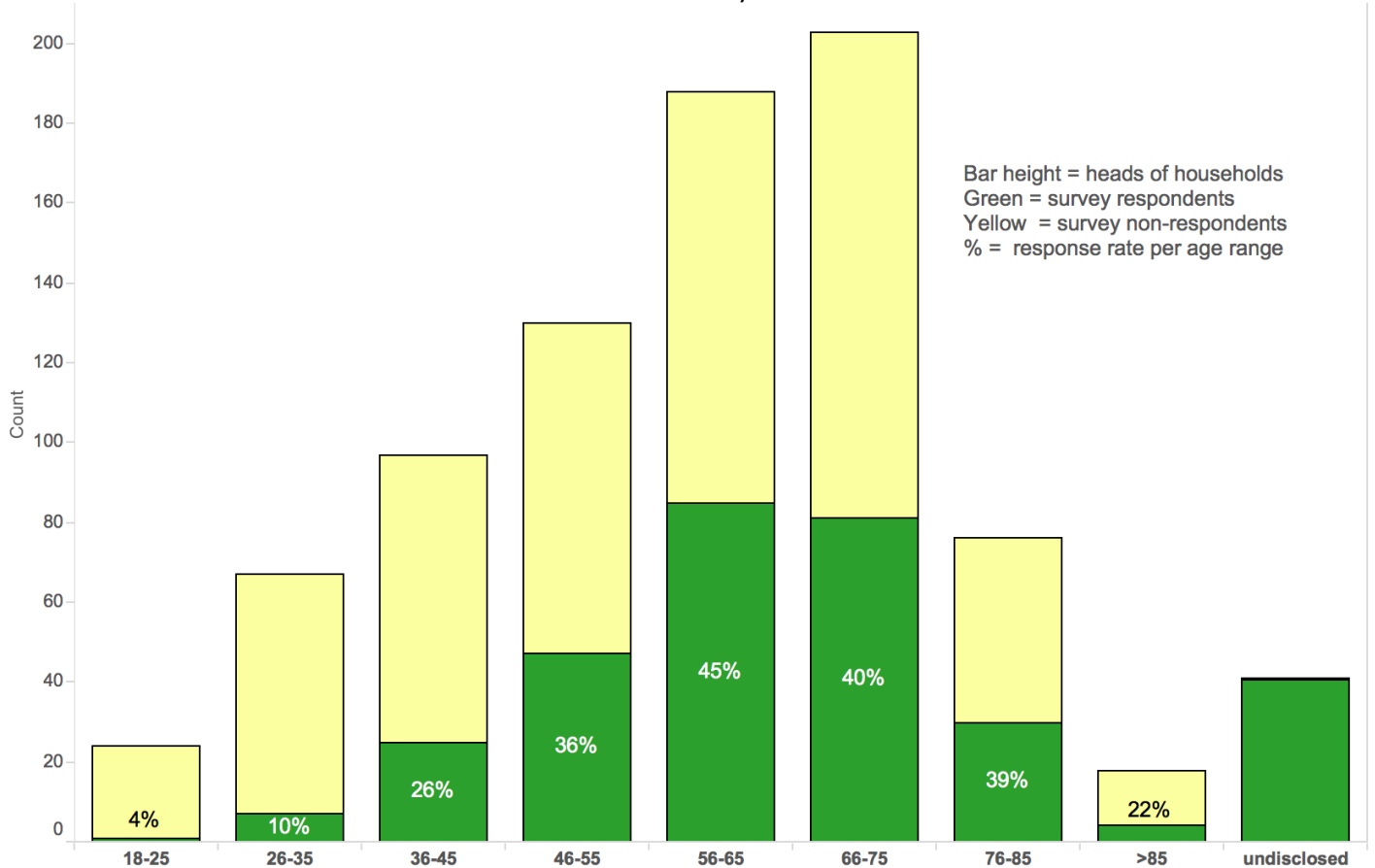
No personally identifiable information will be collected in the surveys. That said, you may skip all but a few questions if you feel uncomfortable answering them. There are a few general questions (marked with an asterisk) that must be answered since these determine the next set of questions you'll receive. You'll have an option to provide general comments at the end of the survey.

You will be asked a set of questions about yourself, and another set of questions if you are responsible for health decisions for someone else in your household, such as a child, spouse, parent, or grandparent.

Survey Process

The survey was conducted entirely online in December 2015. As the Town doesn't maintain a list of email addresses for Leverett heads-of-household (which numbered 803 according to most recent survey data), the leverett.net subscriber list was used as a proxy. Email requests were thus sent to principal contacts for the 620 current leverett.net subscribers. A total of 321 survey responses were received, representing a 52% response rate and 40% of heads-of-household. The following graph shows the response rates broken down by age range:

Leverett Telehealth Survey December 2015



As can be seen from the following results, Leverett townspeople are very interested in telehealth services, especially to the extent that they can allow interacting with their existing primary care providers. This survey was the first opportunity for many Leverett residents to learn about the concept and benefits of telehealth. Considering the number of respondents who use currently available telehealth services and the considerably greater number who are interested, it appears that improved capabilities through primary care physicians would be welcomed. Two other observations are the importance of convenience as well as the conditional expectation of medical records availability and security.

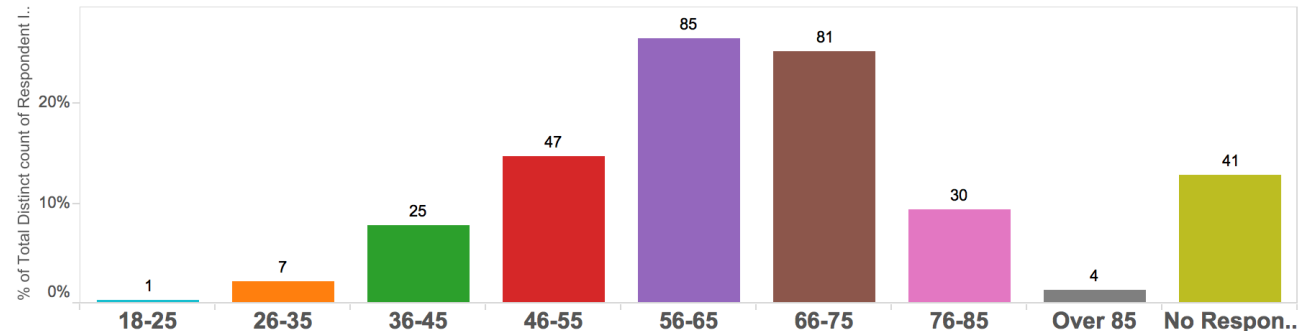
Additional findings about categories of medical conditions, expectations about instrument monitoring, patient safety, and co-pay expectations are also reported.

Responses for Self

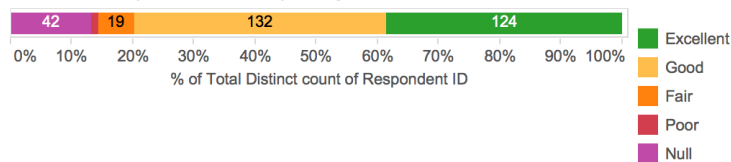
Respondents were first asked to complete the survey from their own perspective. The following pages summarize these responses.

Demographics

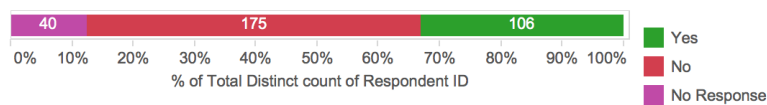
What is your age?



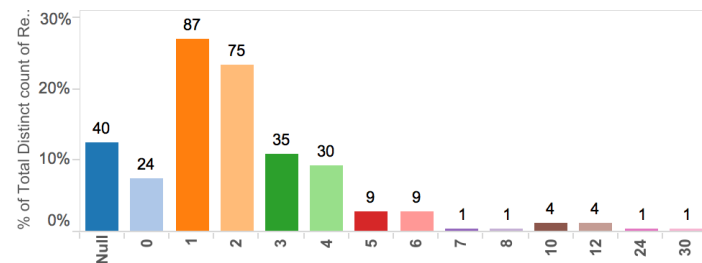
How would you describe your personal health?



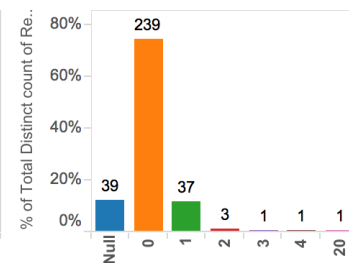
Do you have an ongoing condition requiring regular medical visits?



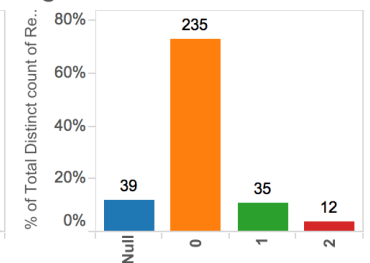
PCP visits



ED visits

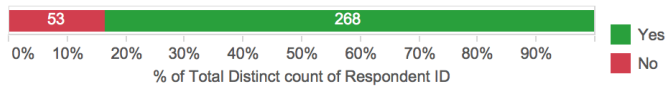


Urgent Care visits

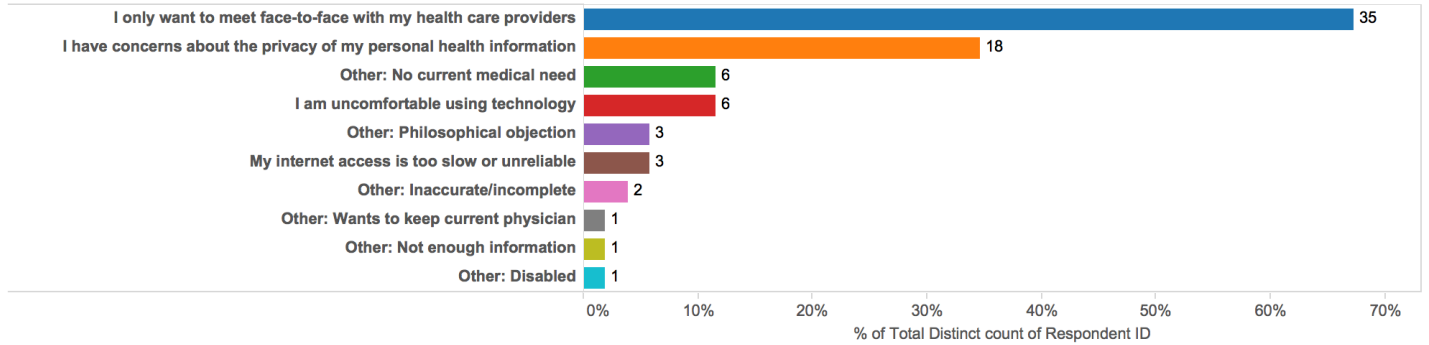


Interest in Telehealth

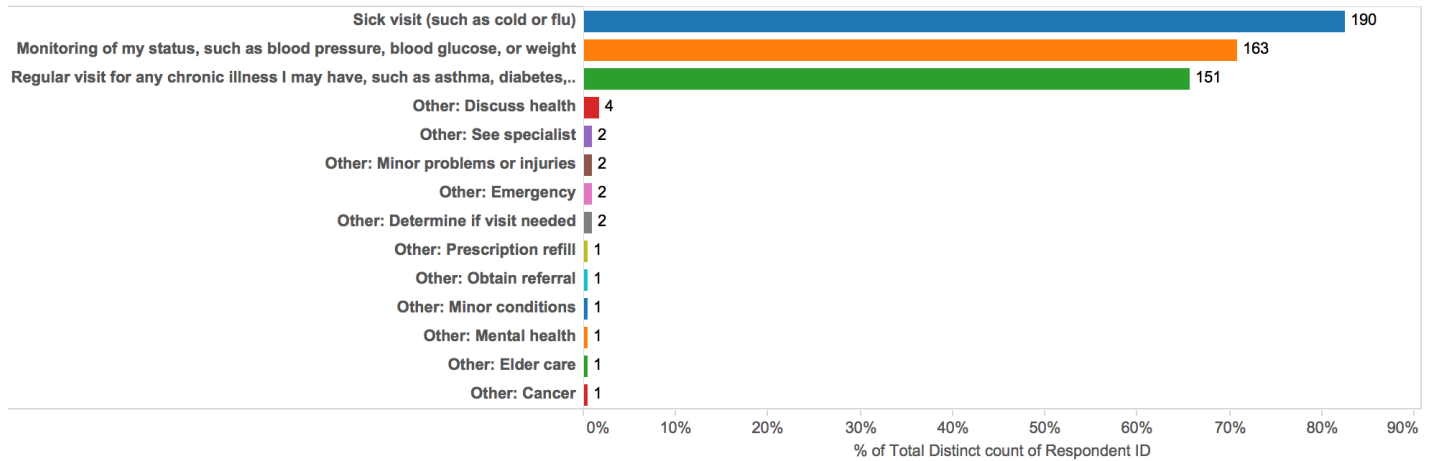
Would you consider using telemedicine for your own health care services?



If not interested, why not? (Select all that apply)

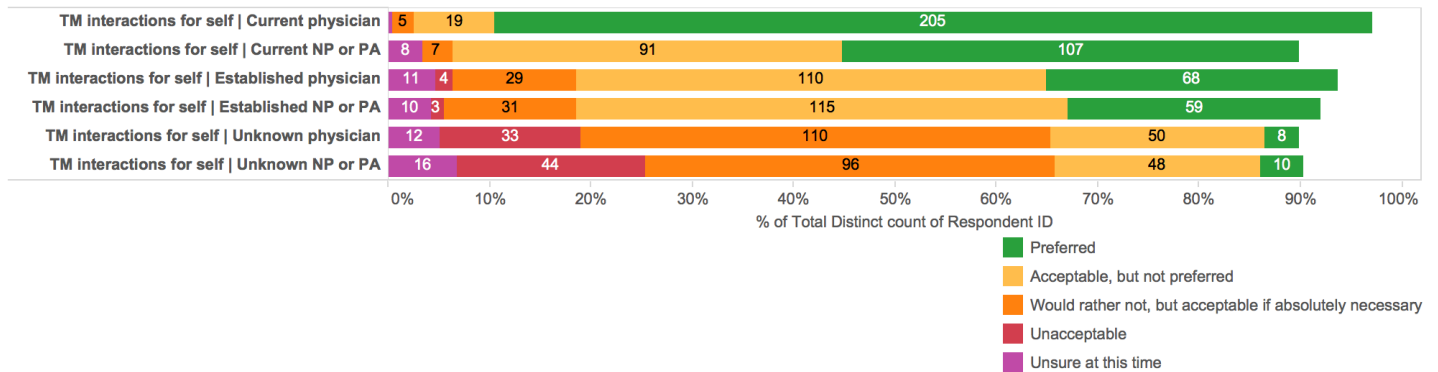


If interested, for which types of services? (Select all that apply)

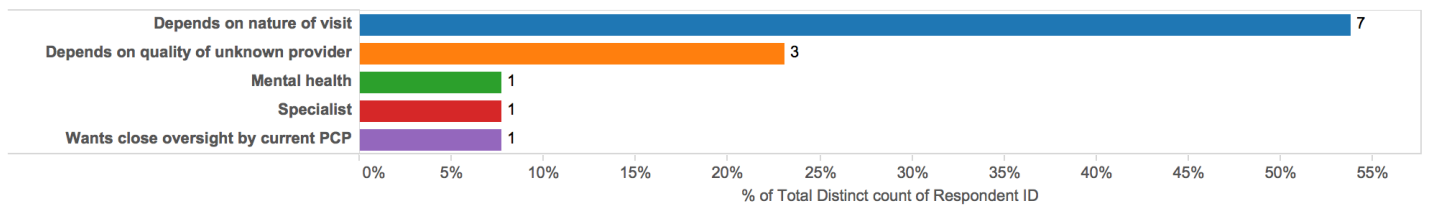


Preferred Telehealth Interactions

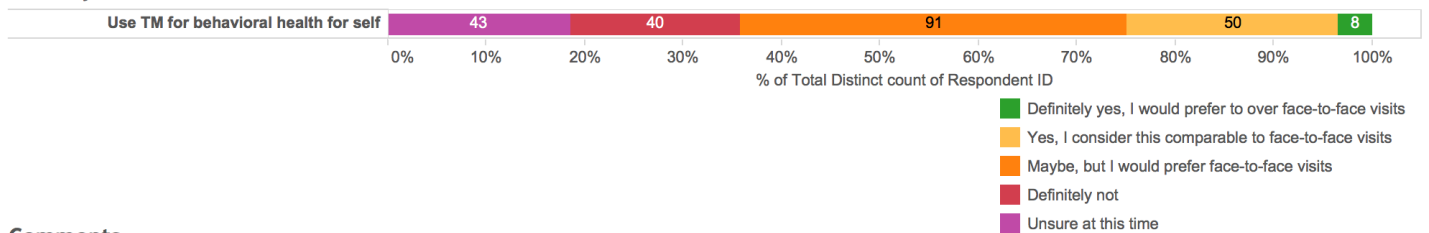
With whom would you like to interact during a TM session?



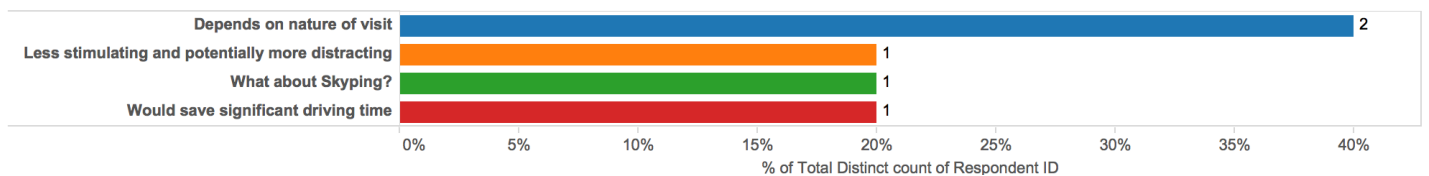
Comments



Would you use TM for a behavioral/mental health visit?

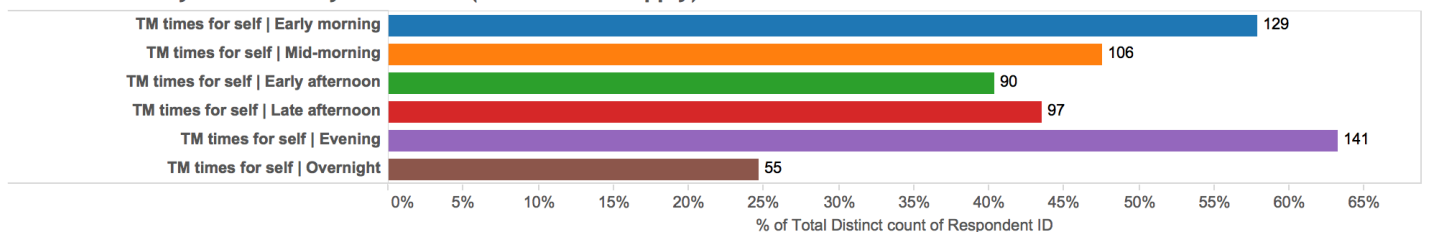


Comments

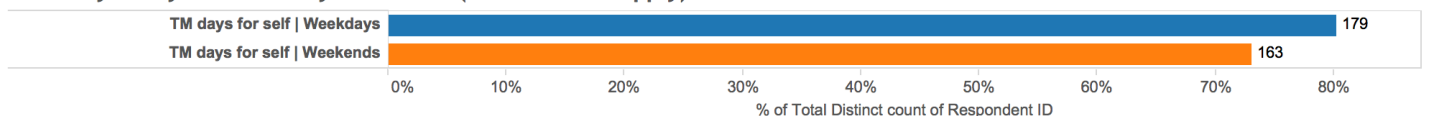


Timing of Use

What times are you most likely to use TM? (select all that apply)

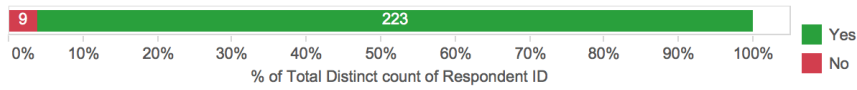


What days are you most likely to use TM? (select all that apply)

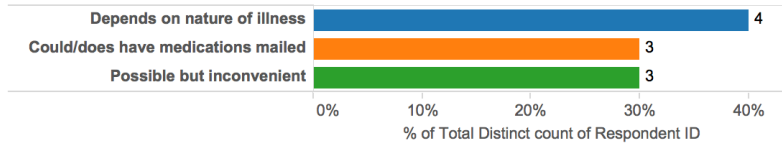


Pharmacy Access

Is it convenient for you or a designee to pick up medications from a local pharmacy?

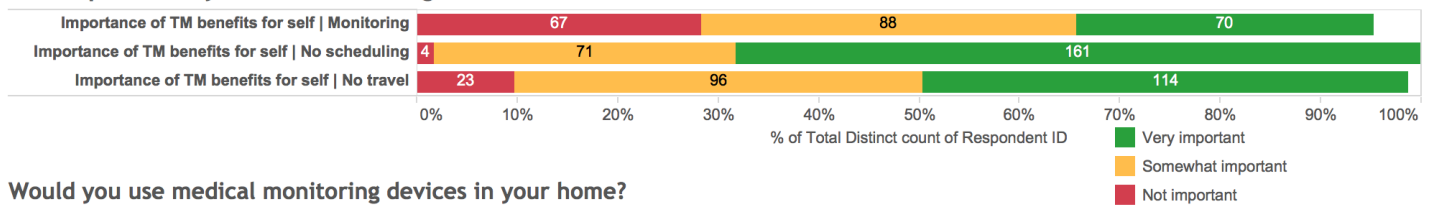


Comments

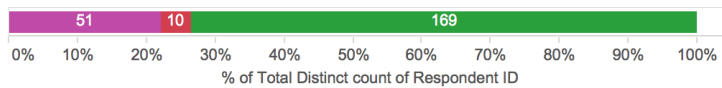


Benefits of Telehealth

How important to you are the following benefits of telemedicine?

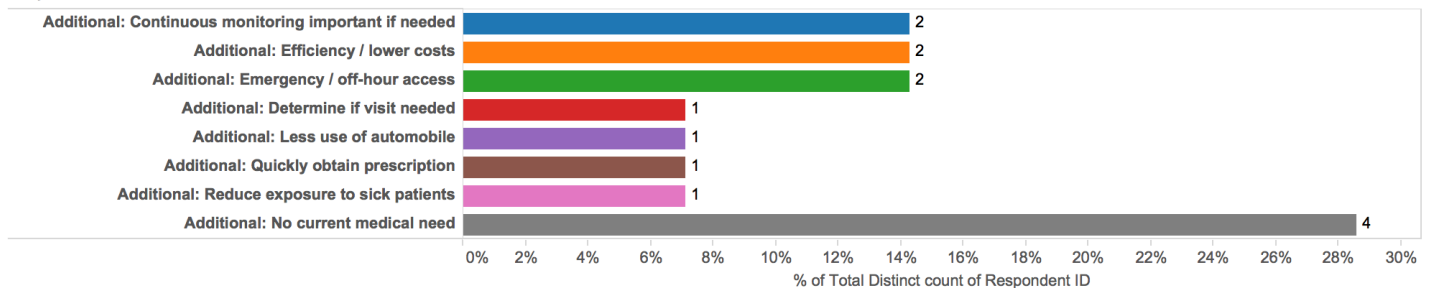


Would you use medical monitoring devices in your home?



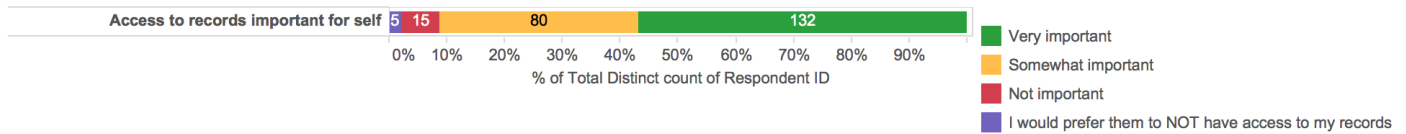
Yes
No
Not sure

Any additional benefits/comments?

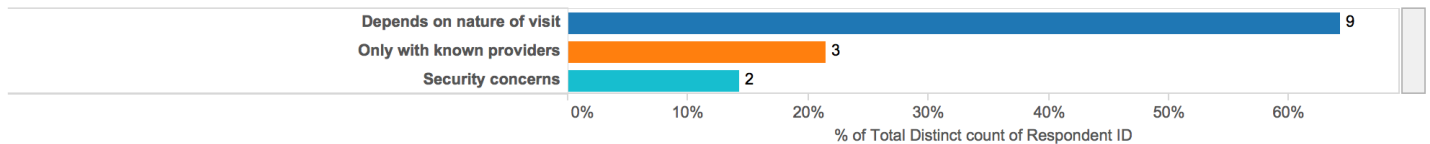


Records & Summary

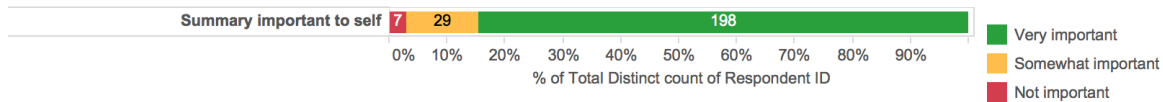
Is it important that telemedicine provider have access to medical records?



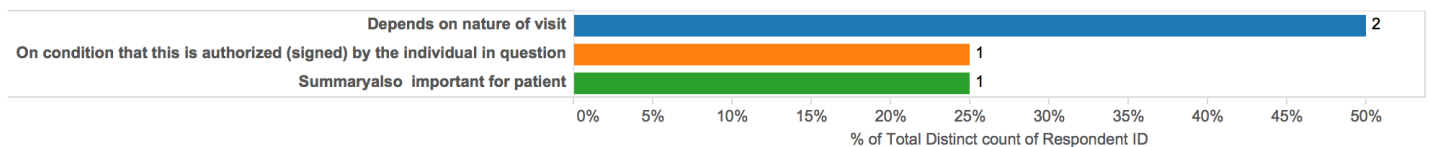
Comments



Is it important that a telemedicine visit summary be sent to primary care practitioner/specialists?

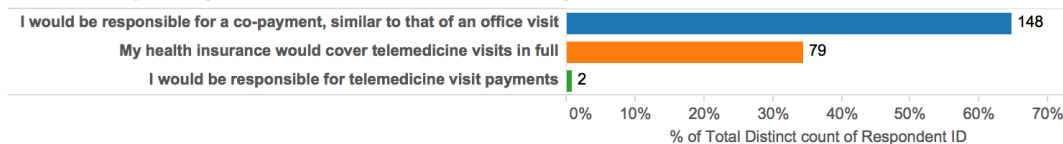


Comments

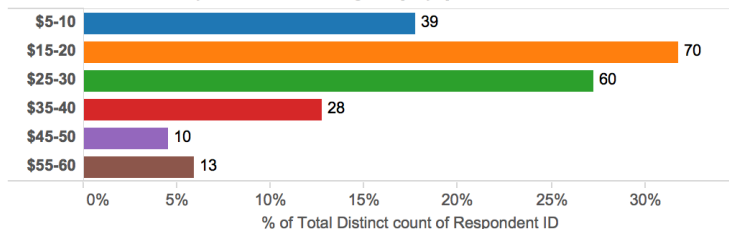


Telehealth Payments

How would you expect telemedicine services to be paid for?

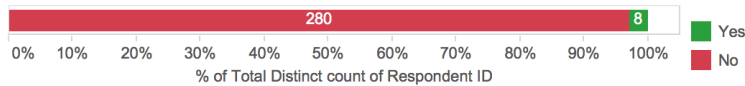


What is the most you'd be willing to pay per visit?

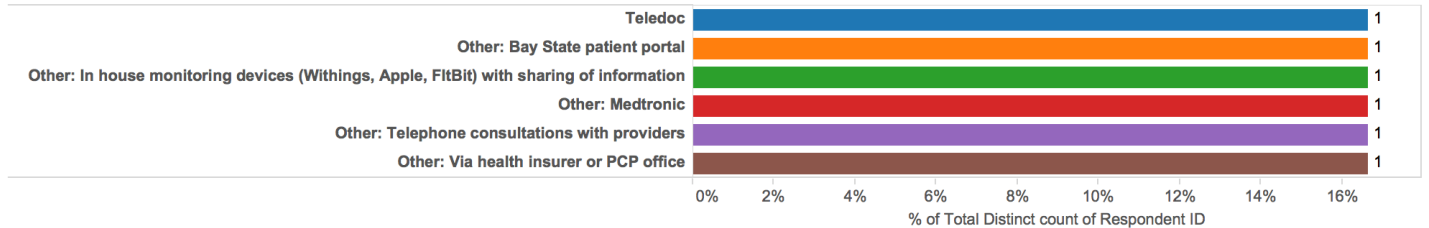


Experience with Telehealth

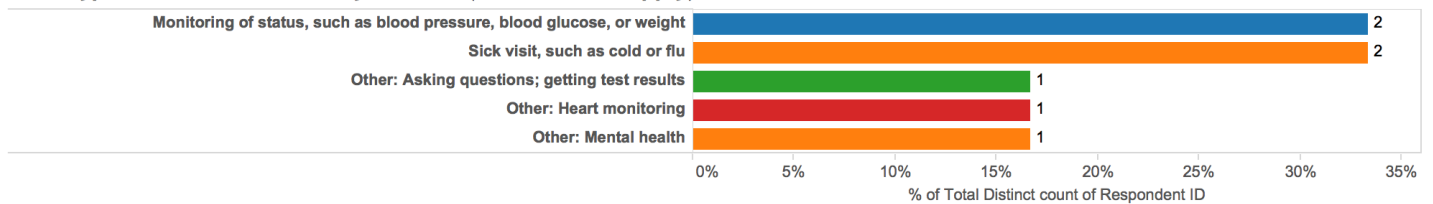
Do you currently use TM services, or have you in the past?



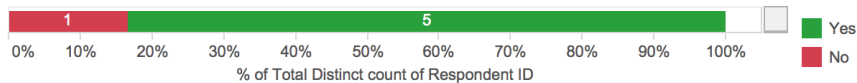
What TM provider(s) have you used? (select all that apply)



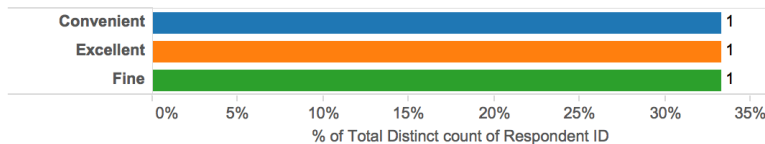
What types of TM services have you used? (select all that apply)



Are/were these TM services covered by your health insurance plan?

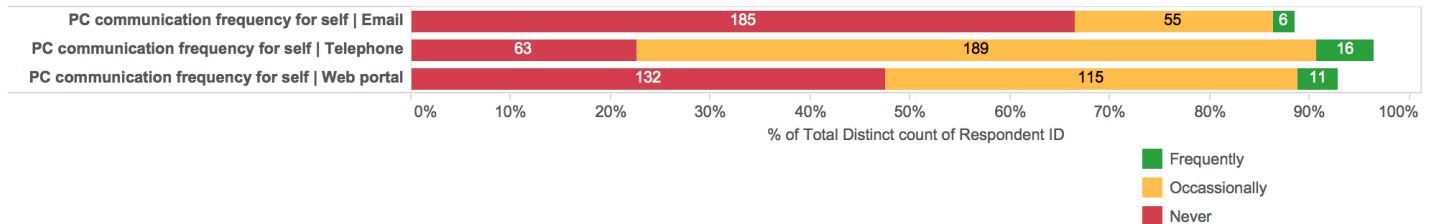


What is your opinion of these TM services?



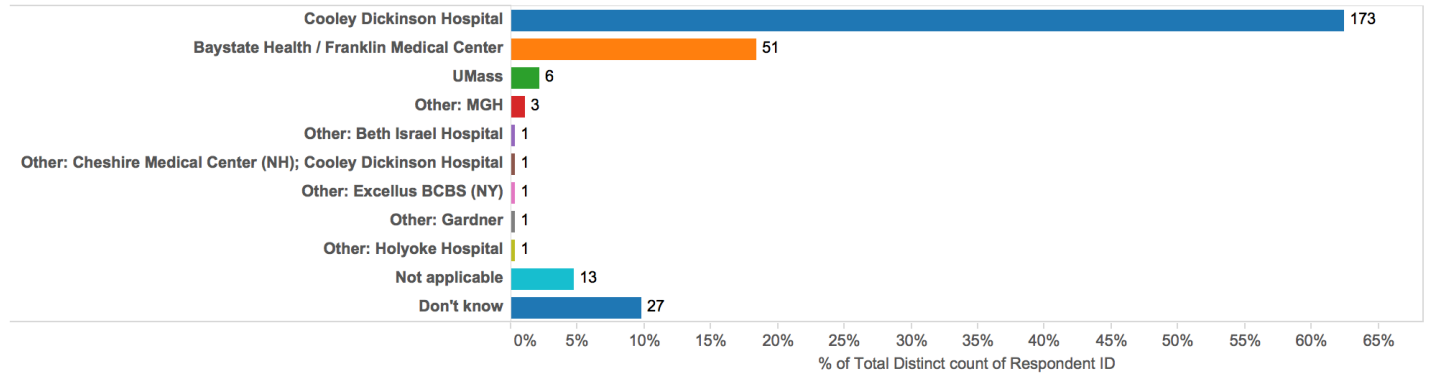
Communication

How often do you communicate with your primary care provider using the following methods?

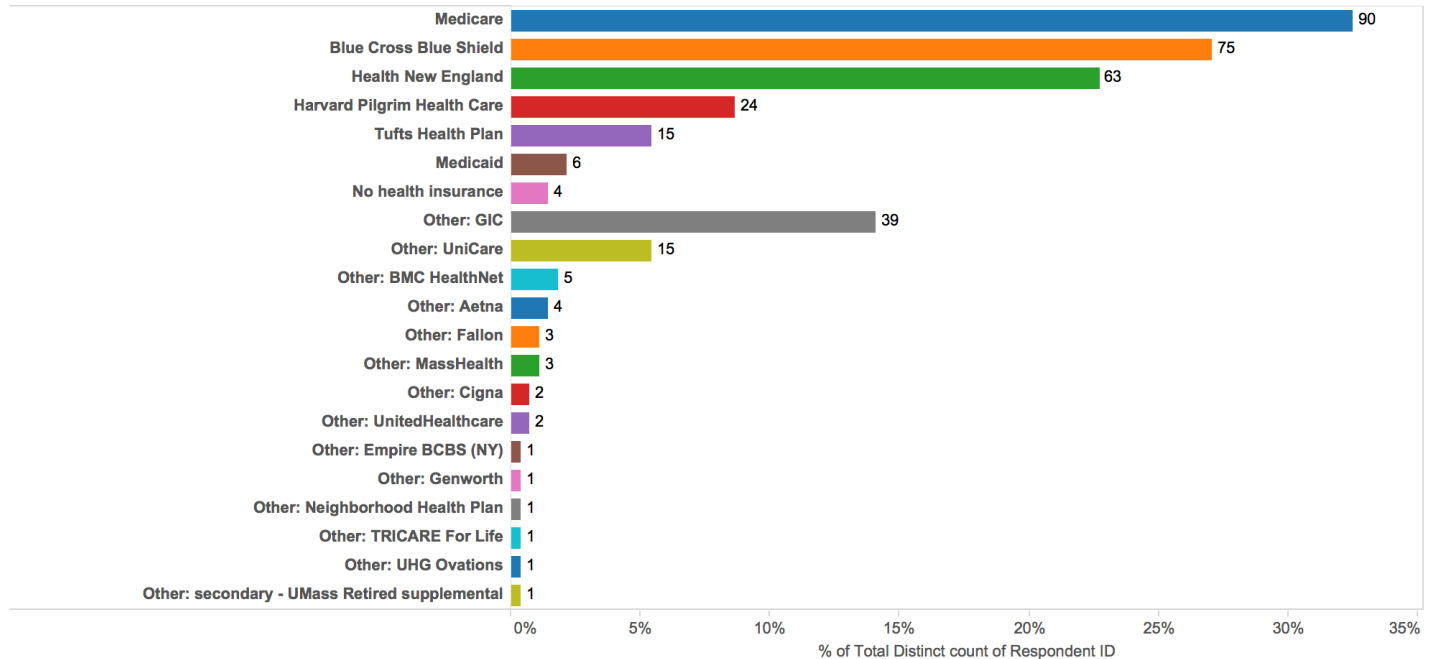


Hospital System & Insurance

To which hospital system does your primary care provider belong?

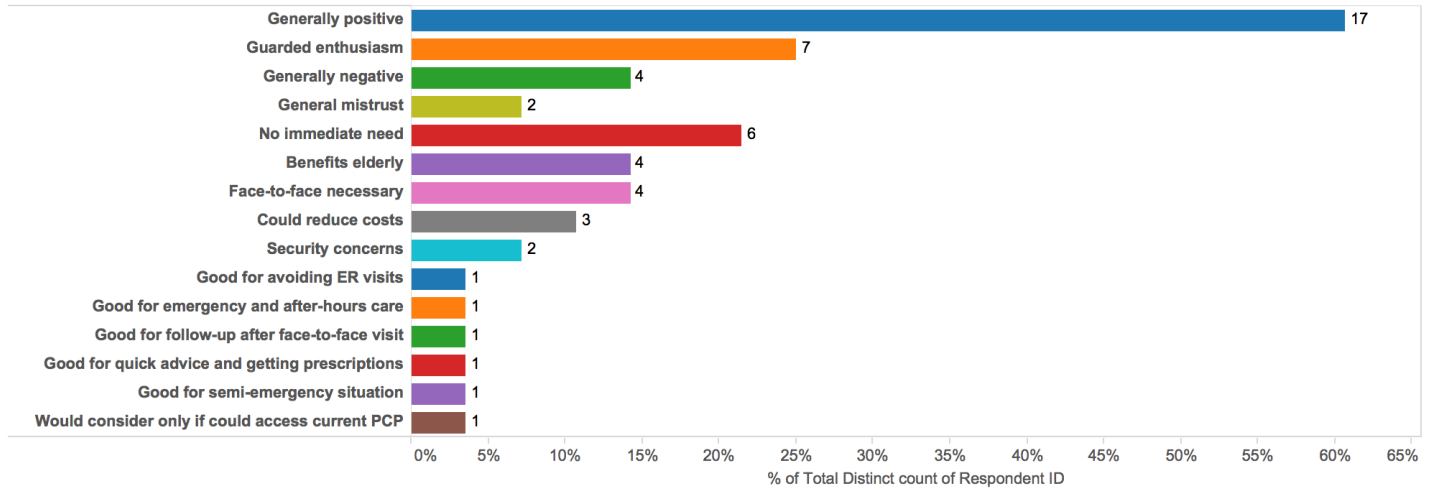


Who is your health insurance provider? (select all that apply)



Comments

Feel free to provide any additional comments (coded)

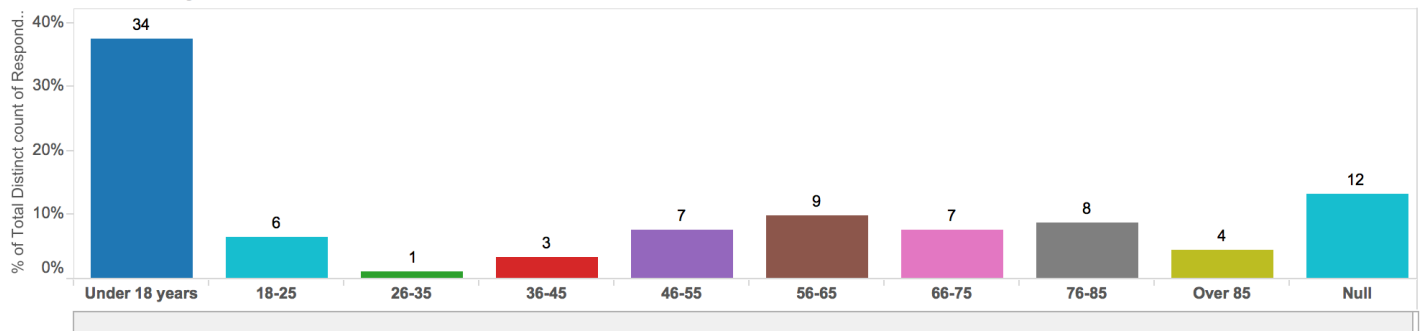


Responses for Other

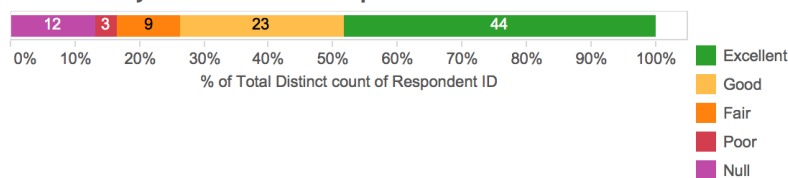
If survey respondents were responsible for health decisions for one or more others in their household—such as a child, a spouse, a parent, or a grandparent—they were asked to choose the person for whom they spent the most time with health care responsibilities and respond a similar set of questions from the perspective of this other person. The following pages summarize these responses.

Demographics (Other)

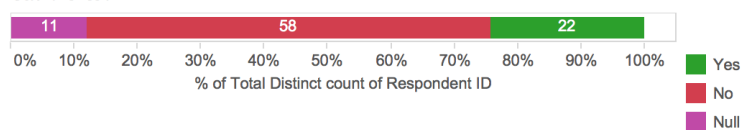
What is other's age?



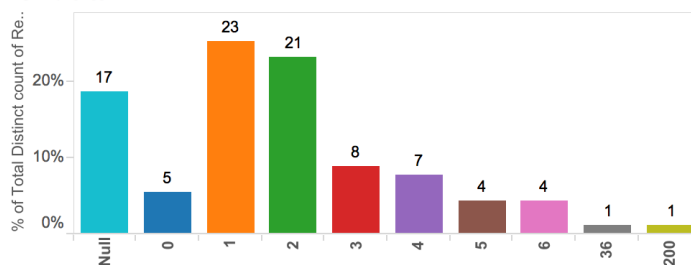
How would you describe other's personal health?



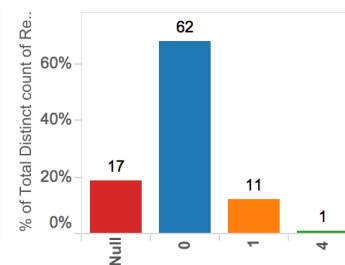
Does other have an ongoing condition requiring regular medical visits?



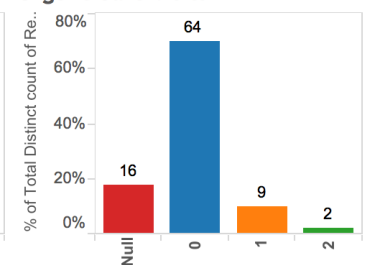
PCP visits



ED visits

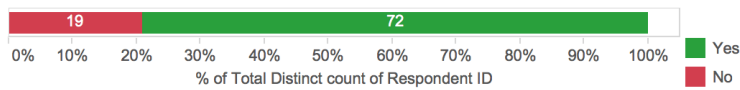


Urgent Care visits

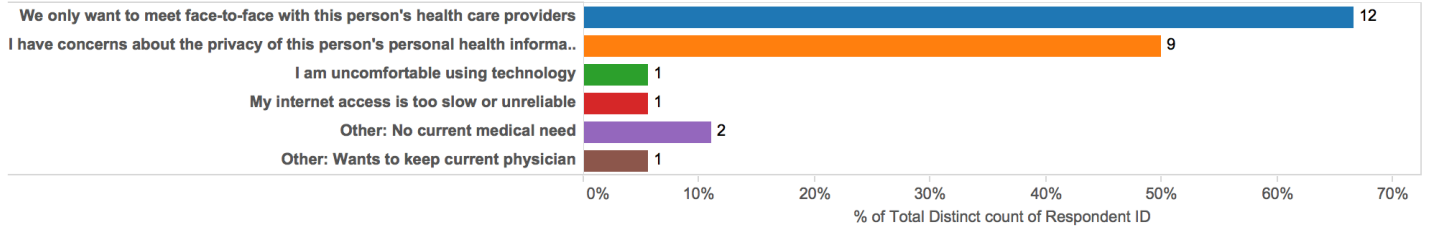


Interest in Telehealth (other)

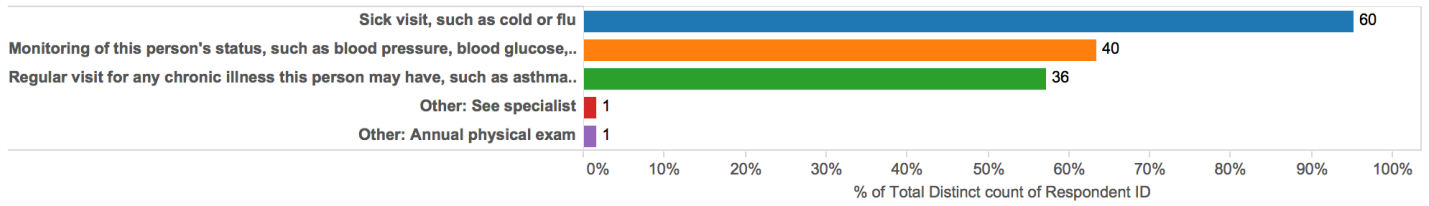
Would you consider using telemedicine for other's health care services?



If not interested, why not? (Select all that apply)

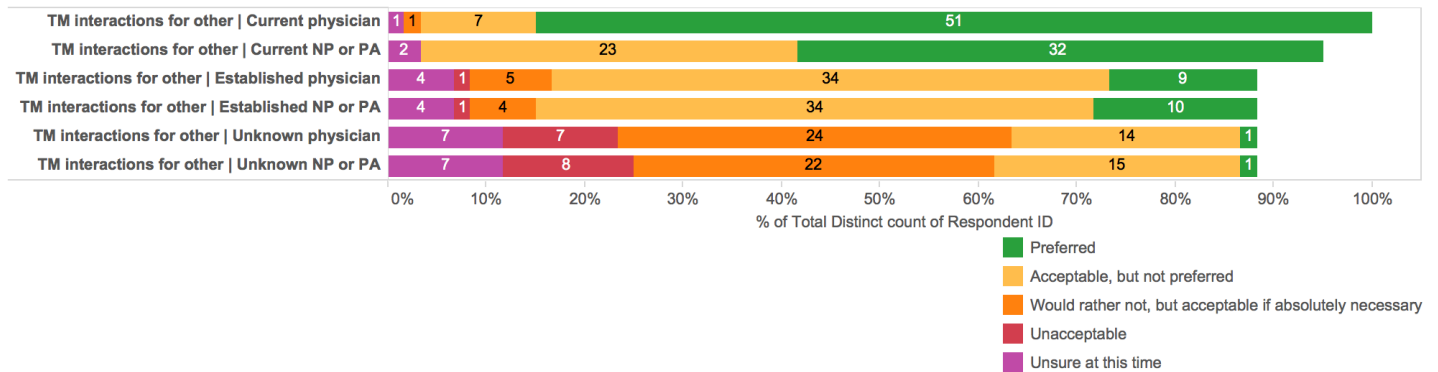


If interested, for which types of services? (Select all that apply)

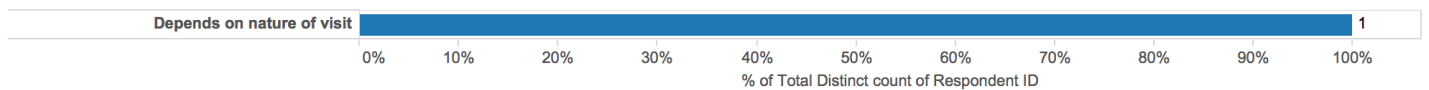


Preferred Telehealth Interactions (Other)

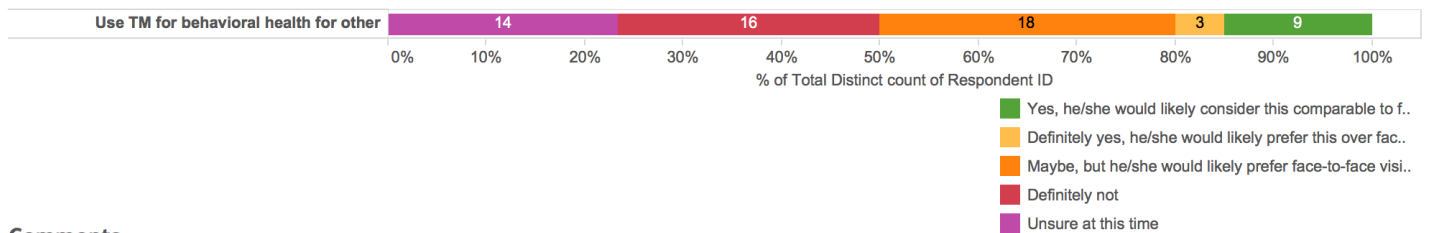
With whom would you and other like to interact during a TM session?



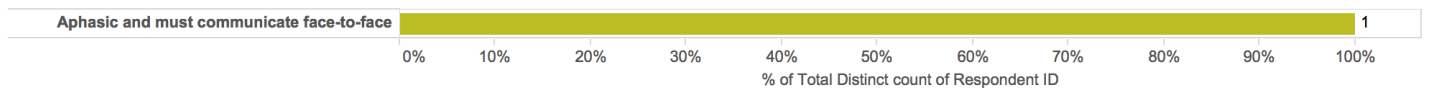
Comments



Would other use TM for a behavioral/mental health visit?

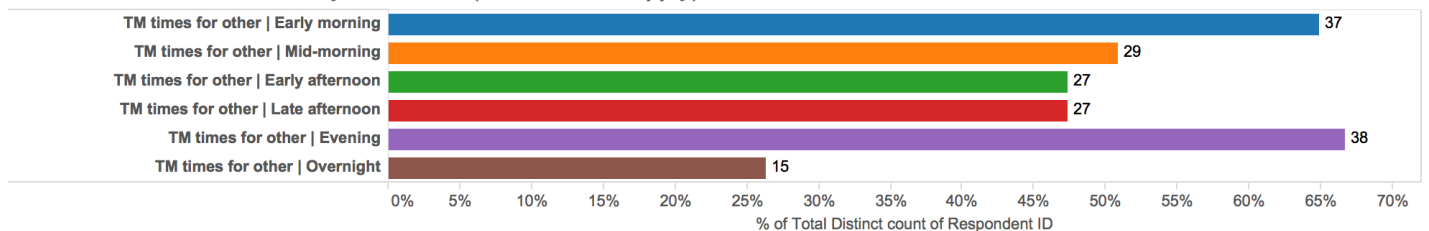


Comments

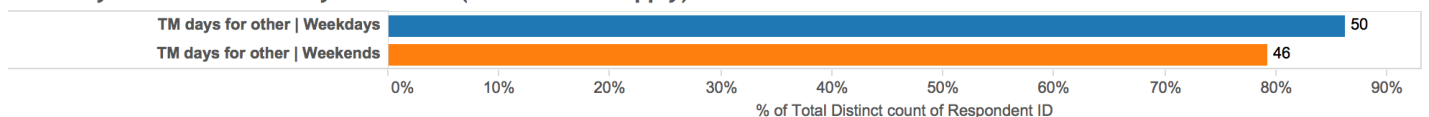


Timing of Use (Other)

What times is other most likely to use TM? (select all that apply)

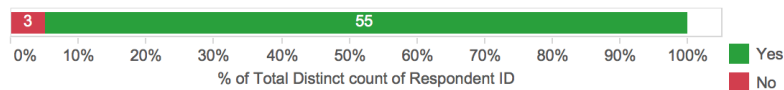


What days is other most likely to use TM? (select all that apply)

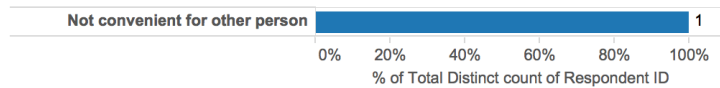


Pharmacy Access (Other)

Is it convenient for you or a designee to pick up medications from a local pharmacy?

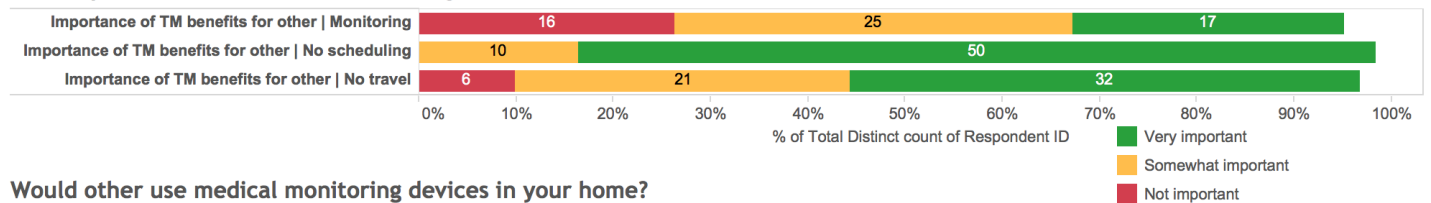


Comments

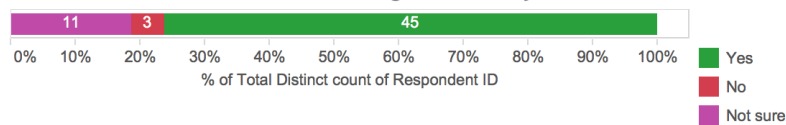


Benefits of Telehealth (Other)

How important to other are the following benefits of telemedicine?



Would other use medical monitoring devices in your home?

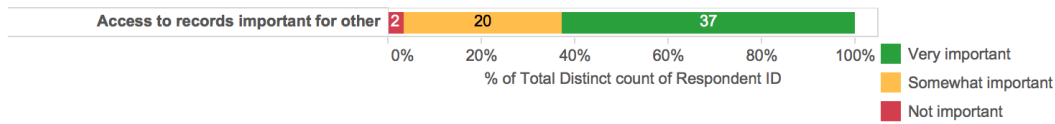


Any additional benefits/comments?

No comments provided.

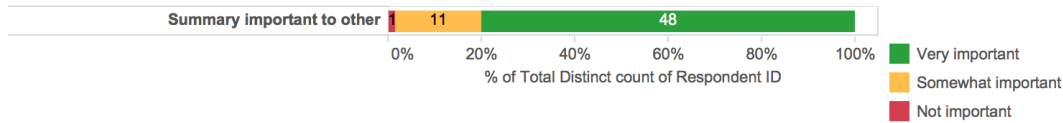
Records & Summary (Other)

Is it important that telemedicine provider have access to other's medical records?



Comments

Is it important that a telemedicine visit summary be sent to other's primary care practitioner/specialists?

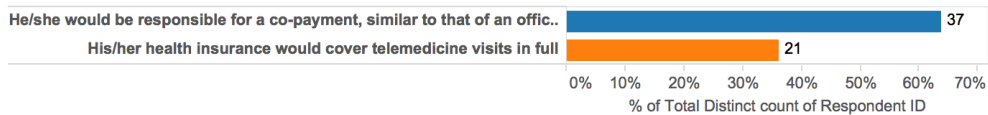


Comments

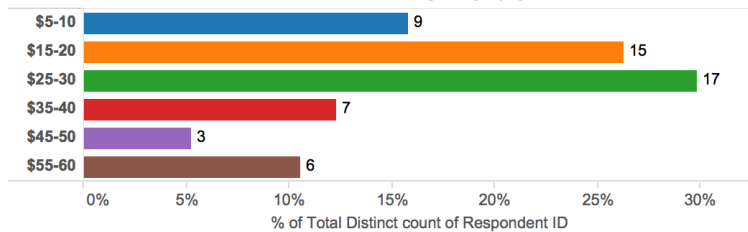
No comments provided.

Telehealth Payments (Other)

How would you expect other's telemedicine services to be paid for?

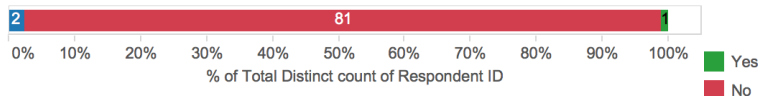


What is the most other would be willing to pay per visit?



Experience with Telehealth (Other)

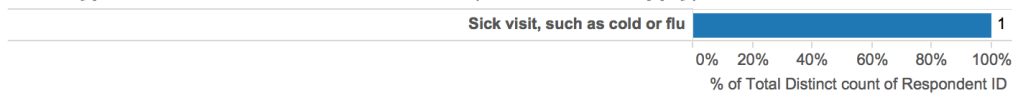
Does other currently use TM services, or has he/she in the past?



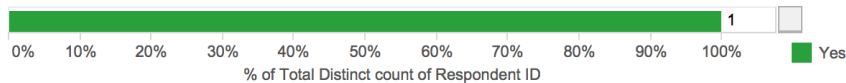
What TM provider(s) has other used? (select all that apply)



What types of TM services has other used? (select all that apply)



Are/were these TM services covered by other's health insurance plan?

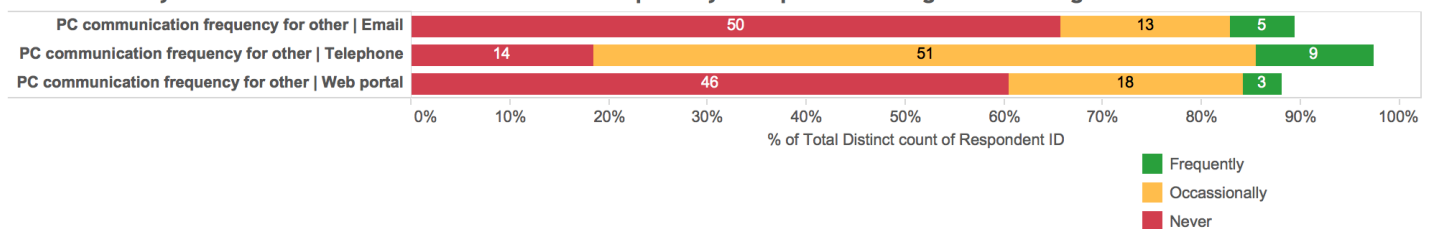


What is your opinion of these TM services?

No comments provided.

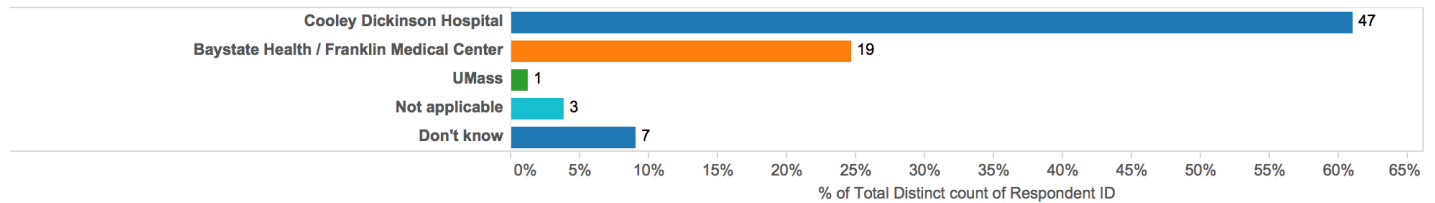
Communication (Other)

How often do you and/or other communicate with other's primary care provider using the following methods?

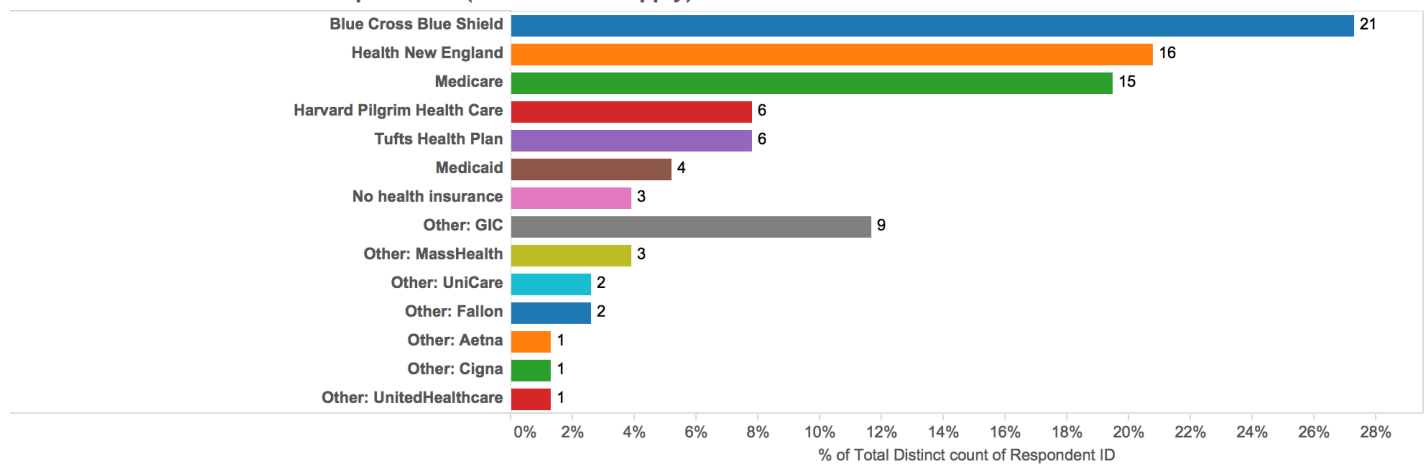


Hospital System & Insurance (Other)

To which hospital system does other's primary care provider belong?



Who is other's health insurance provider? (select all that apply)



Comments (Other)

No comments provided.